

Eligibility Verification Service Software (EVSpC) Available Transition Options

MassHealth will terminate the use of its proprietary Eligibility Verification Software (EVSpC\EVScall) on **September 1, 2015**, and will not provide support for the software tool after that date. The following EVS submission options are available to MassHealth providers. Please click here for additional information on the EVSpC termination:
www.mass.gov/eohhs/gov/newsroom/masshealth/providers/mmis-posc/training/evspc.html.

ID.	Transition Option	Access Method	Set-up Process	Resources
1.	Use the Provider Online Service Center (POSC) Direct Data Entry (DDE).	POSC DDE	<ul style="list-style-type: none"> Review job aid. Acquire access to the POSC through your systems administrator (<i>person within your organization who manages access to the POSC</i>). Data-enter individual eligibility or claims status requests via the POSC. 	<p>NewMMIS Job Aid: Submit Eligibility Inquiry: www.mass.gov/eohhs/docs/masshealth/provlibrary/pocs-job-aids/eligibility-verification-submit-inquiry.pdf</p> <p>NewMMIS Job Aid: Verify Member Eligibility: www.mass.gov/eohhs/docs/masshealth/provlibrary/pocs-job-aids/eligibility-verification-verify-member.pdf</p>
2.	Submit a Health Care Benefit Inquiry & Response (270/271) or Health Care Claims Status Inquiry & Response (276/277) batch file transaction in accordance with MassHealth specifications.	POSC Batch Upload	<ul style="list-style-type: none"> Review job aid. Acquire ASCX12 HIPAA Implementation Guide. Review MassHealth HIPAA Companion Guides (270/271 and/or 276/277). Develop transaction. Test the transaction/s with MassHealth EDI Team. Upload transactions via the POSC once testing is completed. 	<p>ASCX12 Implementation Guides: http://store.x12.org/store</p> <p>NewMMIS Job Aid: Eligibility Verification – Upload Batch Files: www.mass.gov/eohhs/docs/masshealth/newmmis/job-aids-uploadeligibilitybatchesmaster.pdf</p> <p>Please contact the MassHealth Customer Service Center to obtain a copy of the Companion Guides and to arrange for testing toll-free at 1-800-841-2900 or by e-mail at edi@mahealth.net.</p>
3.	Acquire a vendor to generate your 270/271 or 276/277 Inquiry & Response batch files.	Vendor	<ul style="list-style-type: none"> Review MassHealth's approved vendor list; contact the vendor and set up an agreement. Identify and set up an agreement with your own vendor (<i>Not on the MassHealth approved vendor list</i>). Your vendor must test the transaction with the MassHealth EDI Team. Once testing is completed your vendor may officially submit 	<p>Vendor List: www.mass.gov/eohhs/gov/laws-regs/privacy-security/masshealth/edi/vendor-list.html</p>

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			transactions to MassHealth.	
4.	Check eligibility by calling the Automated Voice Response (AVR) system toll-free at 1-800-554-0042.	AVR	<ul style="list-style-type: none"> Review the AVR web page. Call the AVR and input the required data to obtain eligibility information. 	Automated Voice Response (AVR) System web page: www.mass.gov/eohhs/provider/insurance/masshealth/claims/eligibility-verification/access/avr-system.html
5.	Submit and receive the 270/271 transactions directly (system-to-system) via Healthcare Transaction Service (HTS).	HTS	<ul style="list-style-type: none"> Review the MassHealth HTS guide. Develop HTS transactions. Test the transactions with MassHealth EDI Team. Submit transactions via HTS once testing is completed. 	Please contact the MassHealth Customer Service Center to obtain the HTS guide and to arrange for testing by calling toll-free at 1-800-841-2900 or by e-mail at edi@mahealth.net .

Please adhere to the very important eligibility submission guidelines below.

In order to ensure the timely, efficient processing of transactions submitted by MassHealth providers and vendors in conformance with Phase I CORE 155: Eligibility and Benefits Batch Response Time Rules, and in accordance with HIPAA ASC X12 and MassHealth policy, providers and vendors must adhere to the following submission guidelines.

- 1) **ONLY** check eligibility for those MassHealth members that you will actually service that day or the following day.
- 2) **DO NOT** submit your entire roster of MassHealth members if you are not servicing your entire roster of members that day or the following day.
- 3) **DO NOT** include more than 3,000 members in any single eligibility request.
- 4) **YOU MUST INCLUDE** the member's Medicaid ID number on the eligibility request, if known.
- 5) **ALWAYS POPULATE** all subsequent eligibility requests with the member information received from MassHealth on the prior eligibility response (where applicable).

It is important that you adhere to these file submission guidelines to ensure a timely response to your file submission.